

FIG. 1

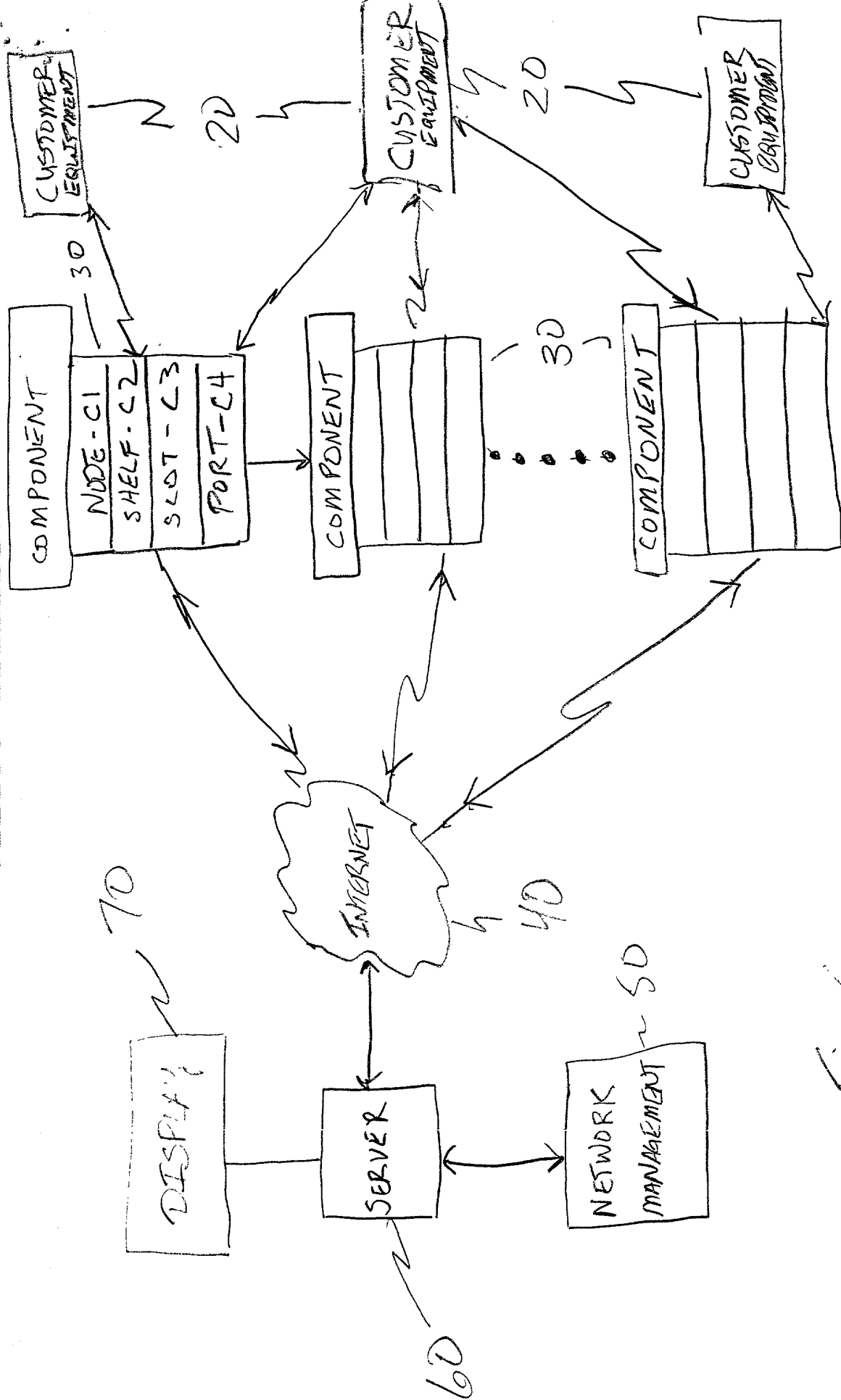
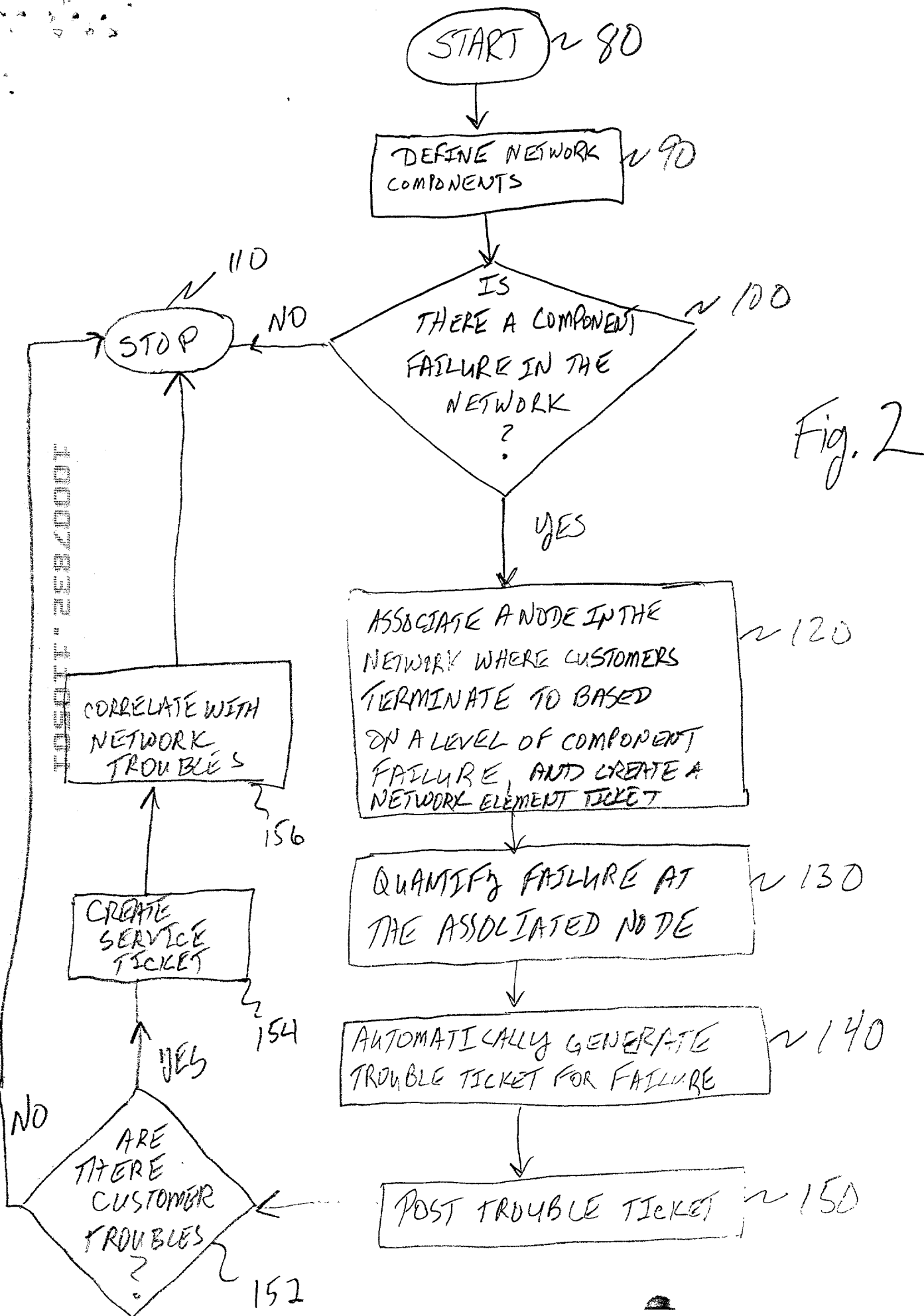


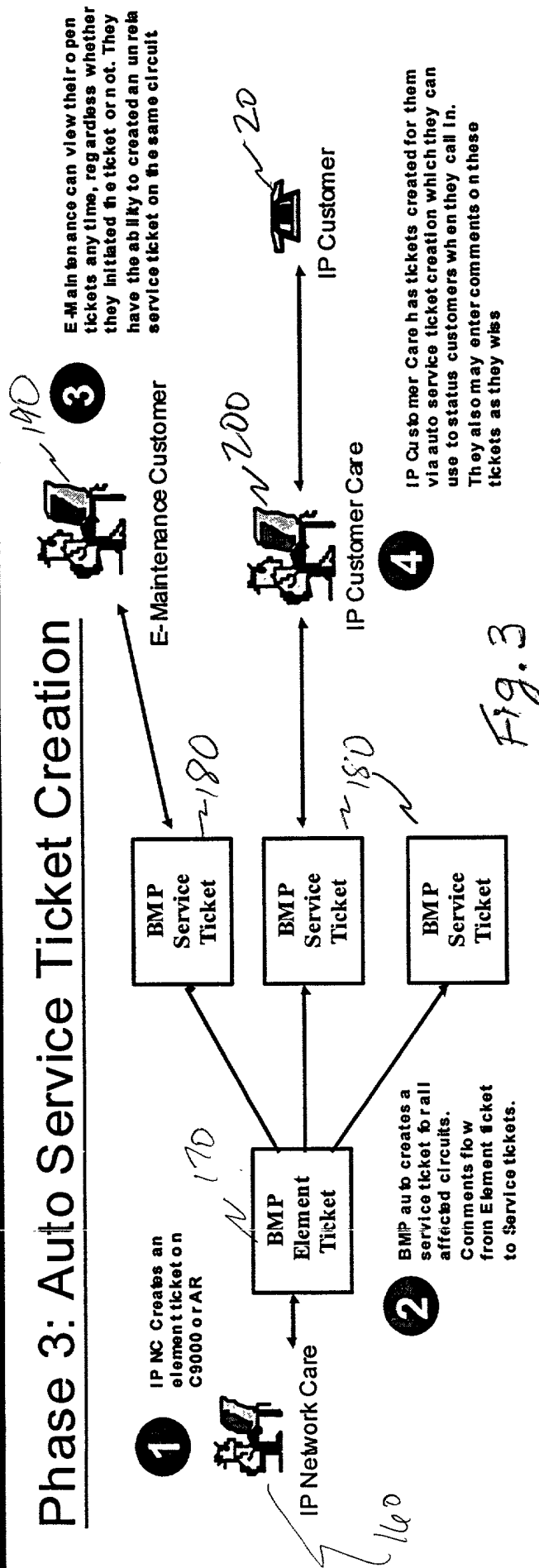
Fig. 1





The Maintenance Solution for MIS

Phase 3: Auto Service Ticket Creation



• Improved MTTR (Auto create tickets closer to time of failure)

• Gives E-maintenance customers advantage of viewing status on trouble tickets which have been created already, eliminating the need for many of the customers to create on their own.

• Deployment 4/2001 (on target)

• Allows the manual creation of service tickets on the same IP Address/Circuit if trouble is unrelated.

• Proactively communicates troubles/updates to IP Customer Care and E-maintenance customers.

• Eliminates the need of working (auto created) individual service tickets (better use of workcenter staff)

• Captures outage info for customers regardless of whether they called in the trouble or not.